

Responding to Hurricane Irene

Frequently Asked Questions

information provided by the City of Rocky Mount

August 30, 2011



What are city electric crews doing?

As the damage to our electric system is extensive throughout Rocky Mount, our electric crews are working to restore power to as many customers as possible, as quickly as possible. Public power communities in North & South Carolina have sent electric crews to help us as we restore power throughout Rocky Mount.

When will my power be back on?

We cannot predict when power will be restored to a certain area. Our practice is to restore as many customers to service as possible, as quickly as possible, but it will be many days before power is restored to our entire electric system.

Please be aware that the power outage in Rocky Mount is extensive. We ask for your patience, and we assure you that our crews are working as quickly as they can.

How do I report a power outage? Do I still need to report my power outage?

Rocky Mount Public Utilities Customers:

If you are without power and have not already reported your power outage, please call (252) 467-4800. If your power had been restored, but it has gone out again, you need to report it again by calling (252) 467-4800.

Outage Lines for Other Power Providers:

Progress Energy: 1-800-452-2777

Dominion North Carolina Power: 866-366-4357 or 888-667-3000

Edgecombe/Martin: (252) 823-2181 or 1-800-445-6486

IMPORTANT REMINDERS

- Do not attempt to touch or move power lines; power lines can still be dangerous even during a power outage.
- Only call 911 if you have a true police, fire, or medical emergency.
- To report a power outage or a fallen power line, call (252) 467-4800.
- To report fallen tree limbs or standing water blocking a street, call (252) 467-4906.
- When driving, if you approach a stoplight that is not working, treat it like a four way stop.
- When driving, give city crews plenty of room to work. Drive slowly and with caution around utility trucks and other city vehicles.
- Use caution with candles. If you light a candle, put it out before going to bed or leaving your home.
- Make sure your heating appliances are turned off, so that when your power is restored your stove, iron, hair dryer, and other heating appliances do not come back on unexpectedly.
- When using a home generator, be sure to follow the safety and usage guidelines contained in the owner's manual.
- If you need information about emergency food or housing assistance, call 972-1181. Call 911 for police, fire, or medical emergencies.

Who do I call to report a tree, storm debris, or standing water blocking a street?

Public Works crews are working to clear streets of fallen trees, tree limbs, and other storm debris. Please report blockages in the street – either storm debris or standing water – to (252) 467-4906.

What do I need to do about the storm debris in my yard?

Public works crews are focused on clearing trees, limbs, and storm debris in the roadway. Over the next several weeks, our crews will be working to collect storm-related debris throughout Rocky Mount. We ask you to place storm-related debris at the edge of your property. Storm debris needs to be separated into three piles at the edge of your property: make one pile for limbs and yard debris, a second pile for structural debris – such as shingles or siding, and a third pile for any metal debris – such as fencing. Please take great care to keep debris out of the street and out of ditches. We anticipate that garbage and recycling collection will continue as scheduled this week. At the earliest, we do not expect to collect yard waste and bulk waste until the week of September 6, 2011.

As you are attempting to clean up damage and debris from the storm, we caution you in dealing with contractors. We remind you to use reputable, insured contractors; never to pay for services in advance of the work being completed. If you have suspicions about possible scams in your neighborhood, call the Rocky Mount Police Department at (252) 972-1411.

The City of Rocky Mount appreciates your patience as our crews work to restore power, keep our streets clear, and to assist everyone who has been affected by Hurricane Irene.